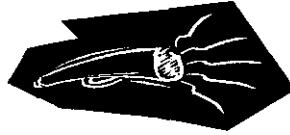


UNICORN SURVEY

RESORT AVIATION SERVICES, INC.

COEUR D'ALENE AIRPORT



TO SERVE YOU BETTER, WE ASK THAT YOU HELP US!!

Please review the following:

** Were we clear on the Unicorn?

es

** Was our advisory accurate?

Yes

** Did we follow proper procedures?

Yes

** How would you rate our over all service?

GOOD

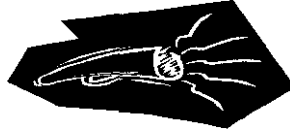
Date: 9/26/01

N#
N622VH

Company/Pilot name:

C.P. AIR / Bob Tacke

UNICORN SURVEY



TO SERVE YOU BETTER, WE ASK THAT YOU HELP US!!

Please review the following:

** Were we clear on the Unicorn?

YES

** Was our advisory accurate?

N/A

** Did we follow proper procedures?

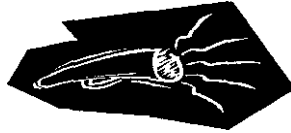
Y P I

** How would you rate our over all service?

, m i -

Date: 9/25 N#14063 Company/Pilot name: LES CATLI d / Mike TEVIS

UNICORN SURVEY



TO SERVE YOU BETTER, WE ASK THAT YOU HELP US!!

Please review the following:

** We were clear on the Unicorn?

Yes

** Was our advisory accurate?

Yes

** Did we follow proper procedures?

Yes

** How would you rate our overall service?

Pretty Good

Date:
9/25/01

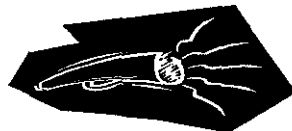
N#
N5956E

Company/Pilot name:
S. FRAHM

UNICORN SURVEY

RESORT AVIATION SERVICES, INC.

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TO SERVE YOU BETTER, WE ASK THAT YOU HELP US!!

Please review the following:

** Were we clear on the Unicorn?

N/A

** Was our advisory accurate?

N/A (USED AWDOS) LATE

** Did we follow proper procedures?

N/A

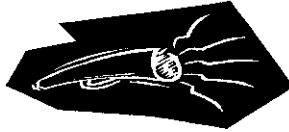
** How would you rate our over all service?

excl.

Date: 9-20-01 N# 2062 Company/Pilot name: Shopko / ART KUCERA

UNICORN SURVEY

RESORT AVIATION SERVICES, INC.
COEUR D'ALENE AIRPORT



TO SEE IF YOU BETTER, WE ASK THAT YOU HELP US!!

Please review the following:

** Were we clear on the Unicorn?

I'—

** Was our advisory accurate?

VERY

** Did we follow proper procedures?

YES

** How would you rate our over all service?

NICE.

Date: 9/17/01 N# 6376 Company/Pilot name:

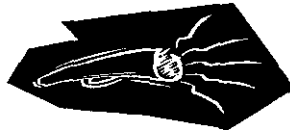
Wyoming
Madison

John
John

UNICORN SURVEY

RESORT AVIATION SERVICES, INC.

COEUR D'ALENE AIRPORT



TO SERVE YOU BETTER, WE ASK THAT YOU HELP US!!

Please review the following:

** Were we clear on the Unicorn?

Yes

** Was our advisory accurate?

Yes

** Did we follow proper procedures?

Yes

** How would you rate our over all service?

Good

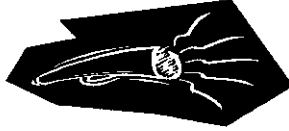
Date: 9/17/01 N# 99982 Company/Pilot name:

U.S. Marine / Summer Goodwin

UNICORN SURVEY

RESORT AVIATION SERVICES, INC.

COEUR D'ALENE AIRPORT



TO SERVE YOU BETTER, WE ASK THAT YOU HELP US!!

Please review the following:

** Were we clear on the Unicorn?

_____ N/A

** Was our advisory accurate?

_____ *Did not use IFR*

** Did we follow proper procedures?

_____ *Y*

** How would you rate our over all service?

_____ *wonderfull*

Date: *9/15/01* N#*670TA* Company/Pilot name: *S-Pase/K*
TRAVELAIR

UNICOM SURVEY

RESORT AVIATION SERVICES, INC.

COEUR D'ALENE AIRPORT



TO SERVE YOU BETTER, WE ASK THAT YOU HELP US!!

Please review the following:

** Were we clear on the Unicom? Did Not Call For Unicom Info.

Used AWOS For Winds & Altimeter

Heard Existing Traffic Announce Active Runway

** Was our advisory accurate?

N/A

** Did we follow proper procedures?

N/A

** How would you rate our over all service?

Great! ee ur serv. Can.

Date: 9/10/01 N#359EF Company/Pilot name: Executive Flight, Inc.

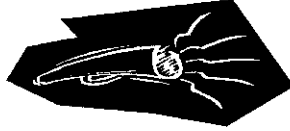
KEAT/KBFI

Jim Dillon

UNICORN SURVEY

RESORT AVIATION SERVICES, INC.

COEUR D'ALENE AIRPORT



TO SERVE YOU BETTER, WE ASK THAT YOU HELP US!!

Please review the following:

** Were we clear on the Unicorn? YES

** Was our advisory accurate? YES

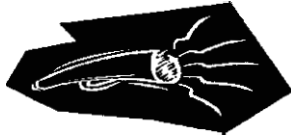
** Did we follow proper procedures? YES

** How would you rate our over all service? GREAT

Date: 9/9/01

N# 35602 Company/Pilot name:
MICHAEL CASS

UNICORN SURVEY



TO SERVE YOU BETTER, WE ASK THAT YOU HELP US!!

Please review the following:

- ** Were we clear on the Unicorn?
Yes & always prompt to answer
- ** Was our advisory accurate?

- ** Did we follow proper procedures?
Yes
- ** How would you rate our over all service?
Excellent

Date:

N#

Company/Pilot name:

Since —
thru
Sep.

WAE / Cing S

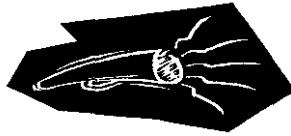
Mike,

Thank for all the windshield washes

Tennessee,

Thank for yer hot coffee

UNICORN SURVEY



TO SERVE YOU BETTER, WE ASK THAT YOU HELP US!!

Please review the following:

** Were we clear on the Unicorn? *(Telephone → yes)*

** Was our advisory accurate?

yes

** Did we follow proper procedures?

yes

** How would you rate our over all service?

great.

Date:

N#

Company/Pilot name:

9/9

2757Q

*Hugh W. Allen
Seattle*

UNICORN SURVEY



TO SERVE YOU BETTER, WE ASK THAT YOU HELP US!!

Please review the following:

** Were we clear on the Unicorn?

Yes

** Was our advisory accurate?

Yes and helpful.

** Did we follow proper procedures?

Yes

** How would you rate our over all service?

Very good

Date:

9/9/2001

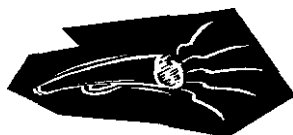
N#

601EG

Company/Pilot name:

South Seas Helicopter Co. / Wayne Dauber

UNICORN SURVEY



TO SERVE YOU BETTER, WE ASK THAT YOU HELP US!!

Please review the following:

** Were we clear on the Unicorn?
_____ N/A

** Was our advisory accurate?
_____ N/A

** Did we follow proper procedures?
_____ N/A

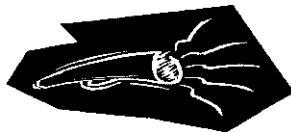
** How would you rate our over all service?
Excellent / Amy & Dudley were very
Accommodating

Date: 9/7/01 N# 8DR Company/Pilot name: John
Cushman

UNICORN SURVEY

RESORT AVIATION SERVICES, INC.

COEUR D'ALENE AIRPORT



TO SERVE YOU BETTER, WE ASK THAT YOU HELP US!!

Please review the following:

** Were we clear on the Unicorn?

_____ UNK

** Was our advisory accurate?

_____ UNK

** Did we follow proper procedures?

_____ UNK

** How would you rate our over all service?

_____ K/AV

Date:

N#

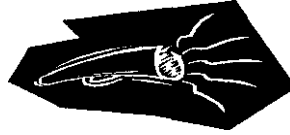
Company/Pilot name:

9/6/01

4866P

Paul Clark

UNICORN SURVEY



TO SERVE YOU BETTER, WE ASK THAT YOU HELP US!!

Please review the following:

** Were we clear on the Unicorn?

Yes

** Was our advisory accurate?

Yes

** Did we follow proper procedures?

Yes

** How would you rate our over all service?

Good

Date:

N#

Company/Pilot name:

9-6-01

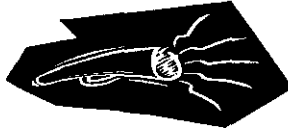
57104

1st American Title Mo/England

UNICOM SURVEY

RESORT AVIATION SERVICES, INC.

COEUR D'ALENE AIRPORT



TO SERVE YOU BETTER, WE ASK THAT YOU HELP US!!

Please review the following:

** Were we clear on the Unicom?

Yes very clear.

** Was our advisory accurate?

Yes - Very Accurate -

** Did we follow proper procedures?

everyone,

Job.

** How would you rate our over all service?

Excellent -

Date:

N#

Company/Pilot name:

09-05-01

72NP



Daniel A. Wolfe
Chief Pilot
Aviation Department
Nationwide Insurance

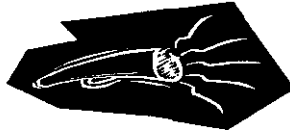
PC-01-00
645 N. Hamilton Road
Columbus, OH 43219

Tel 614 249 8000
Fax 614 239 1069
Pager 888 283 2190
wolfeda@nationwide.com

UNICORN SURVEY

RESORT AVIATION SERVICES, INC.

COEUR D'ALENE AIRPORT



TO SERVE YOU BETTER, WE ASK THAT YOU HELP US!!

Please review the following:

** Were we clear on the Unicorn?

YES WHEN WITHIN 20 mi

** Was our advisory accurate?

YES

** Did we follow proper procedures?

YES

** How would you rate our over all service?

EXCELLENT

Date:

9-5-01

N#

72NA

Company/Pilot name:

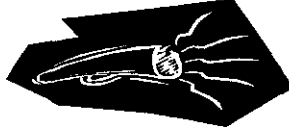
NATIONWIDE INS.

LARRY CHAMBERLIN

UNICORN SURVEY

RESORT AVIATION SERVICES, INC.

COEUR D'ALENE AIRPORT



TO SERVE YOU BETTER, WE ASK THAT YOU HELP US!!

Please review the following:

** Were we clear on the Unicorn?

AFFIRMATIVE

** Was our advisory accurate?

AFFIRMATIVE

** Did we follow proper procedures?

AFFIRMATIVE

** How would you rate our over all service?

Excellent

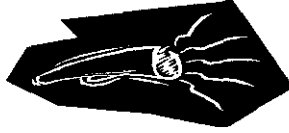
Date: 9/4/01 N# 82731 Company/Pilot name:

Scott Patrick

UNICORN SURVEY

RESORT AVIATION SERVICES, INC.

COEUR D'ALENE AIRPORT



TO SERVE YOU BETTER, WE ASK THAT YOU HELP US!!

Please review the following:

** Were we clear on the Unicorn?

YES. OK GROUND

** Was our advisory accurate?

USED ASOS

** Did we follow proper procedures?

** How would you rate our over all service?

Good

Date:
9/4

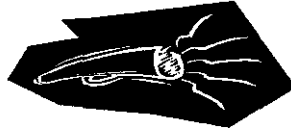
N#
35855

Company/Pilot name:
M. PAPIE

UNICOM SURVEY

RESORT AVIATION SERVICES, INC.

COEUR D'ALENE AIRPORT



TO SERVE YOU BRTER, WE ASK THAT YOU HELP US!!

Please review the following:

** Were we clear on the Unicorn?

NA

** Was our advisory accurate?

** Did we follow proper procedures?

** How would you rate our over all service?

Date: 9/3/01

N#

872R

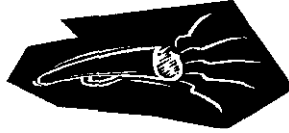
Company/Pilot name:

John Kussman

UNICORN SURVEY

RESORT AVIATION SERVICES, INC.

COEUR D'ALENE AIRPORT



TO SERVE YOU BETTER, WE ASK THAT YOU HELP US!!

Please review the following:

** Were we clear on the Unicorn?

Yes

** Was our advisory accurate?

Yes

** Did we follow proper procedures?

Yes

** How would you rate our over all service?

Very good

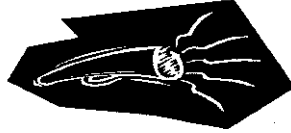
Date: 9/3/01 N# 70491 Company/Pilot name: Chris Kestler

Chris R Kestler

UNICORN SURVEY

RESORT AVIATION SERVICES, INC.

COEUR D'ALENE AIRPORT



TO SERVE YOU BETTER, WE ASK THAT YOU HELP US!!

Please review the following:

** Were we clear on the Unicorn?

yes

** Was our advisory accurate?

yes

** Did we follow proper procedures?

yes

** How would you rate our over all service?

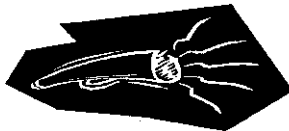
excellent

Date: 9/2/01 N# 9681V Company/Pilot name: Brian Benedict

UNICORN SURVEY

RESORT AVIATION SERVICES, INC.

COEUR D'ALENE AIRPORT



TO SERVE YOU BETTER, WE ASK THAT YOU HELP US!!

Please review the following:

** Were we clear on the Unicorn?

yes

** Was our advisory accurate?

yes

** **Did** we follow proper procedures?

yes

** How would you rate our over all service?

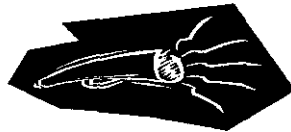
great

Date: 8/2/01 N# 5713R Company/Pilot name:

UNICORN SURVEY

RESORT AVIATION SERVICES, INC.

COEUR D'ALENE AIRPORT



TO SERVE YOU BETTER, WE ASK THAT YOU HELP US!!

Please review the following:

** Were we clear on the Unicorn?

yes

** Was our advisory accurate?

NA

** Did we follow proper procedures?

yes

** How would you rate our over all service?

Very Good

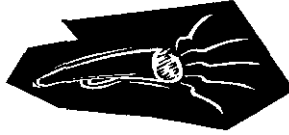
Date: 9/2/01 N# 8143R Company/Pilot name:

Gordon Harang

UNICORN SURVEY

RESORT AVIATION SERVICES, INC.

COEUR D'ALENE AIRPORT



TO SERVE YOU BETTER, WE ASK THAT YOU HELP US!!

Please review the following:

** Were we clear on the Unicorn?

YES

** Was our advisory accurate?

N/A

** Did we follow proper procedures?

YES

** How would you rate our over all service?

great-

Date: 9/2/01 N# 11075 Company/Pilot name:

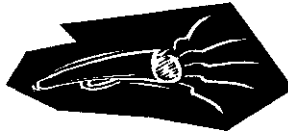
Precision Helicopters inc.
DEANIS STURDEVANT

Its So very Helpful when coming to an unfamiliar
Place especially in a Helicopter to have line service
run out + pleasantly direct me where they want me to
Go GREAT SERVICE Thanks

UNICORN SURVEY

RESORT AVIATION SERVICES, INC.

COEUR D'ALENE AIRPORT



TO SERVE YOU BETTER, WE ASK THAT YOU HELP US!!

Please review the following:

** Were we clear on the Unicorn?

YES

** Was our advisory accurate?

N/A

** Did we follow proper procedures?

YES

** How would you rate our over all service?

GREAT

Date: 9/1/01 N# 5675P Company/Pilot name: RICHARD BRISTOL
KMZ AVIATION.